



ENVIRONMENTAL SERVICES  
**HEROES ON THE  
FRONTLINE**  
**OF HEALTH CARE**

Sponsored by:



## Adrean Allen

### UPMC Mercy, Pittsburgh

Adrean Allen is known for his dedication to his job and his co-workers. When he returned from paternity leave to find his unit converted to treat COVID-19 patients, he embraced the challenge head-on. He made sure that the unit was clean and disinfected and helped everyone that he could to alleviate demands on other staff members.

Adrean always ensures that patients and visitors feel at home and cared for. He can often be heard singing to patients and even takes requests! He frequently receives compliments from staff, visitors and patients, including a recent COVID-19 patient. "She called after she was discharged to say that she wanted to make sure we were aware of how much of an impact Adrean had on her hospital visit – that she felt extremely lonely in isolation and he took so much time to make her feel comfortable, and that she anticipated seeing him because she knew that he would, 'brighten her day,'" said Amanda Sterling, supervisor, Environmental Services. Adrean was recently recognized by UPMC Mercy for his outstanding service and dedication.

